



## Customer Service Advisor

### Reporting to the Branch Manager

#### The Role

You play a vital role in achieving high levels of customer service across our branch network. By interacting with our customers you will ensure all requests and transactions are handled in an accurate and professional manner.

Whether it's through savings, mortgages or our 3<sup>rd</sup> party products, you will take pride in proactively identifying opportunities through conversations to help our customers in the best way you can.

#### Key responsibilities are:

- To be the face of the West Brom and deliver a superior customer experience every time
- Building relationships with customers and exceed their expectations
- Taking ownership for your personal development
- To contribute to a positive team environment
- Adherence to policy and procedures
- Cash and cheque management
- The ability to get things right first time through high levels of accuracy
- Identifying and raising issues that put the customer or Society at risk
- Maintaining knowledge of the Society's products and services
- Identifying customer needs through effective conversations and where appropriate refer them to a branch specialist that will help them fulfil their need

#### The skills and experience required are:

- A genuine interest in customers and their needs
- Enthusiasm for working as part of a team
- Excellent written and verbal communication skills
- The willingness to be flexible and engage with other branch teams when required
- Previous customer service experience

#### Vision and Values

As a mutual building society, we put our members' interests centre stage, every day, and our values play a central role in guiding what we do and how we work together to achieve this.

We have a set of 6 values, and together they explain how we go about what we do and what it means to be a part of the team here at the West Brom.

- Be Passionate
- Care
- Do it today
- Own it
- Be Real
- Better Together